

## Yemen – Conflict

### ETC Situation Report #63

#### Reporting period 01/12/2021 to 31/12/2021

ETC Yemen Situation Reports are issued monthly. The next report will be issued on or around 31/01/2022.

### Highlights

- The ETC conducted its annual user satisfaction survey for 2021, resulting in an overall satisfaction rate of 90 percent for ETC services and activities provided in 17 sites across 10 common operational areas in Yemen.
- The ETC new site, providing connectivity service, is now operational at UNOPS sub-office in Al Hodaydah.
- In December, the ETC provided data connectivity services to 870 humanitarians and security communications services to a total of 2,630 responders across Yemen.



The ETC team in Al Mokha continue to provide critical communications services. Photo: WFP/ETC

### Activities

#### Coordination

On 5 December, the ETC Information Management (IM) Associate conducted a mission to Ibb to assess and assure visibility of the ETC in the site and to meet with partners.

On 21 December, the ETC published its [user satisfaction survey results](#) to share with users and partners of ETC services. The gaps identified in the report will be analysed and included in the ETC workplan for 2022. The ETC achieved an overall user satisfaction rate of 90 percent in 2021.

#### Internet connectivity

In December, the ETC provided data connectivity to 870 humanitarians across 17 sites in Yemen.

Connectivity services are now operational in the new UNOPS-hosted site in Al Hodaydah.

The ETC coordinator visited the IOM-hosted UN hub in Marib on 5 December to discuss options with IOM ICT personnel to improve the connectivity services provided there. The mission also assessed the feasibility of setting up two additional meeting rooms in the hub as well as establishing a new Security Operations Centre (SOC) with UNDSS, which is subject to the importation of equipment from Aden.

On 27 December, the ETC team in Al Hodaydah conducted a site visit to the UN site in Hajjah to assess the IT infrastructure.

The ETC is exploring options to upgrade connectivity services in the WFP-hosted UN hub in Al Turba due to increased demand from the Humanitarian community accommodated in the hub.

Expansion of ETC connectivity services, in Sana'a, has been completed for three new guesthouses, which are part of a new UN Common Accommodation Facility (UNCAF) managed by WFP.

The 5 km extension of fiber cable, in Aden city, that will provide connectivity service to INGOs in 90 district has kicked off. A supplier has been identified and procurement process is completed.

The ETC has extended the provision of connectivity services in Aden International Airport until the end of April 2022.

The VSAT station that provides connectivity services to the Emergency Operations Centre (EOC), funded by WHO, in Socotra is relocated to the new EOC premise. The setting up of the IT infrastructure is in progress

### *Security communications*

ETC security communications services provided to a total of 2,630 responders, supported by eight UNDSS-managed Security Operation Centres (SOCs) across the country.

### *User support*

In December, the ETC helpdesk received and resolved 1,326 user requests.

In coordination with UNDSS, the ETC has developed and is piloting a cloud-based visitor access system for the UN Common Accommodation Facility (UNCAF) in Sana'a. The digital form will enhance the security of the premise by facilitating visitors' access to the compound in a managed manner.

### *Capacity building*

On 6 December, the ETC delivered a capacity building session to eight national ICT staff on using services in the SOC in Aden to build technical capacity and to support the safety of humanitarians in the field.

## Planning

### *Information Management*

The ETC team in Sana'a is working with iMMAP to enhance ETC information management services in Yemen.

### *Internet connectivity*

Following a request from the Resident Coordinator (RC), the ETC conducted a technical assessment of the UN common hub hosted by IOM in Marib. Improvement of the IT services including connectivity are being discussed and the implementation is in progress.

The ETC is working with the supplier in Mokha to extend (approx 3.5km) and activate the fiber connection at the UN common hub in Al Mokha. At the moment VSAT station is the only source of connectivity at the hub without a backup line.

The ETC, in response to Humanitarian operation needs, is planning and coordinating to set up new sites for the INGOs and UN agencies in Sa'ada and Ibb.

Following the recently opening of the ETC site in Hajjah, the ETC is planning to upgrade connectivity by activating the fibre link.

### *Security communications*

The ETC is working with NGO NYC Medics, up on their request, on a project to establish a VHF communication network for 20 ambulances in Aden. The ETC is currently waiting for partners to obtain approval from the authorities for the importation of equipment and installation of the antenna tower for the project.

## Challenges

Restrictions on importation of telecommunications equipment remains the main challenge for the ETC in Yemen. The ETC continues to face difficulties in obtaining pre-import approval for the shipment of its two consignees from Djibouti to Aden. The equipment, when received, will be used to expand security communications services in Aden city, supported by Telecommunications Security Standards (TESS). The Office of the Resident Coordinator (RC) has escalated the issue with the authorities in Yemen.

## Funding

In 2021, the ETC has received a total of US\$3,318,666 out of the required US\$3.3 million. The ETC in Yemen is therefore 100 percent funded to carry out activities in 2021.

Out of the total funds received, US\$824,753 was received from the Yemen Humanitarian Fund (YHF), US\$993,912 from the Central Emergency Relief Fund (CERF), and US\$1,500,000 from the Government of Canada.

The ETC's total budget requirement for 2022 is US\$3.8 million, of which US\$800,000 is already allocated to fund the ETC until end Feb 2022. . Fundraising activities will continue for the outstanding amount.

The ETC has submitted two funding proposals. The first is a YHF proposal to cover connectivity costs for six months until August 2022. The second is a CERF proposal for funding to set up services in the new site in Marib.

## Meetings

The next Global ETC Joint teleconference will take place in **January 2022**.

## Contacts

LOCATION	NAME	TITLE	EMAIL
Sana'a, Yemen	Wali Noor	ETC Coordinator	<a href="mailto:wali.noor@wfp.org">wali.noor@wfp.org</a>
Sana'a, Yemen	Sarah Eshaq	ETC Information Management Associate	<a href="mailto:sarah.eshaq@wfp.org">sarah.eshaq@wfp.org</a>

All information related to ETC operations can be found on the website:

<https://www.etcluster.org/emergencies/yemen-conflict>

For more informations or to be added or deleted from the mailing list please contact:

[yemen.etc@wfp.org](mailto:yemen.etc@wfp.org)